

Instances of Excellence

Detroit VA Healthcare System



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Summer 2014

The "Instances of Excellence" program stems from a belief that employees must do the right thing, the first time, every time. Our program establishes a system of recognizing and celebrating those Instances of Excellence in the hope of fostering a culture that is dedicated to excellence in customer service and patient care.

Instances of Excellence Report from Veterans

- **Dr. Lisa Fairchild - Pharmacy** - Sirs, I was initially scheduled for Prostate Cancer Surgery of December 2013 but due to high blood pressure the surgery was delayed. Dr. Behler asked Dr. Fairchild to reassess my medications and find formula that would lower my Blood Pressure so that I could safely be rescheduled for surgery. From early December 2013 thru February 2014 Dr. Fairchild monitored my daily blood pressure reads on weekly basis via telecom. She effectively adjusted my blood pressure medicines to a point where I was controlled by February 27, 2014 which did allow me to safely have prostate Cancer Surgery. Dr. Fairchild is still working with me to lower my Blood pressure even after the Surgery. We are currently having bi-weekly telecom meetings as I continue to send my-daily readings each week prior to our discussions. Dr. Fairchild had really been a blessing to me as she has gotten a control of my chronically High Blood Pressure. I would like for the Detroit VA to acknowledge her dedication to me and to all the other Veterans in her care. Thank you. - NA
- **Tyrone Parker** - Excellent! The Best! Wonderful!
- **Casandra Moore - Pharmacy** - Good personality, great attitude, very nice spirit, immediate impact, straight, direct and to the point. Very good at what she does. For all she is and all she does, this statement only shares a small part to measure a very good employee.
- **Dennis Wright - Colonoscopy** - I had a colonoscopy on April 24th and my nurse was Dennis Wright. I want to commend him for his professionalism. He made me feel comfortable and put me at ease with his humor. He answered all my questions fully and was very knowledgeable of his job. It is a pleasure to know that your hospital has hired a truly dedicated person. -
- **Dr. Brian Kibby - Pontiac CBOC** - Dr. Kibby is one in a million! He is so caring and attentive. We so appreciate all he has done for us! You are so lucky to have him as an employee!! God Bless you! Take him out to lunch! - Thank you for all you do!
- **R Henderson - Pharmacy** - She helped getting medicine he ran out of. The doctor didn't give me refills 4 weeks in a row.
- **Pontiac CBOC** - The lobby is very clean and the entire staff is respectful and helpful.
- **Katelyn Starr - Pharmacy** - The best doctor in the hospital.



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- **Dr. Parvataneni and Ivy Williams** - They do a great job! Always there for you! - Thank you VA for all your services and support given to families for serving our country
- **Ivy Williams - PACT Team C** - she is always very helpful -
- **Ivy Williams and Dr. Parvataneni - PACT Team C** - Ivy Williams and Dr. Parvataneni make me at ease when I come to John D. Dingell VA Medical Center. I enjoy being here. This is a great medical center Doctor and Ivy are so nice - The lab care team is always nice too.
- **Ms. Tim Delpiero - Pontiac CBOC** - Everything was great -
- **Katelyn Starr - Pharmacy** - She extended my life because of her knowledge of diabetes. I think she should get a raise because of how she has affected my life and all other patients' lives. -
- **Dr. Longo - Mental Health- Red Team** - I would like to take time to say what a wonderful job the Red Team has done for me as far as care and dedication to our veterans. Dr. Longo is a true professional. -
- **Dr. Chow - Pact Team C** - I want to say that Dr. Chow's team (Firm C) are always helpful. Also...
- **Mike Connelly - Patient & Family Learning Center** - Please give "Mike", in the Patient Learning Center, a pat on the back for taking the time to walk me thru My HealtheVet pages this afternoon FIVE minutes before he was to close! I really appreciate his effort! Blessings.
- **Women's Clinic** - I hope this is the correct place for this message. I would like to commend The Women's Clinic at the Detroit VA Hospital for being the best clinic by far I have dealt with in my twenty years of being a veteran. I strongly suggest that the Women's Clinic in Detroit be used as a "MODEL" for how all clinics should run. Every one of the staff I have come in contact with have always made me feel that my welfare is their first concern. They have always help me get thru the bureaucracy and have gone the extra mile for me. I have only been going to the Women's Clinic for a year but I had an absolutely HORRIBLE experience fighting the battle of the VA when I moved here last September. It took me over two months to enroll and get a prescription for my depression sent to me even though I have been in the VA system for over twenty years and I am 100 percent disabled from depression. Again I think you should use the Women's Clinic as a model.
- **Keisha Hanks - Dental** - I am a patient that goes to appointment at least 3 to 4 times a week. So I consider myself quite knowledgeable about how patients are treated going through the process of everyday treatment of patients through most every Clinic. I have met with Keisha Hanks the 1st time in the optical department and years later through Dental Clinic Recently. She always shows kindness & professionalism every time I come across MS HANKS she is what all VA employees should strive to be when it comes to patient relations. Smiling, eager to solve problems without escalating blame in an unprofessional matter. I feel she should be commended for what she does just because she is at the top of her game. If I would have known sooner about this option in secure messaging I would have written this letter a long time ago. I feel the outstanding employees should be recognized and Keisha Hanks should be at the top of the list. Thank-you for your time.



Instance of Excellence Report from Employees

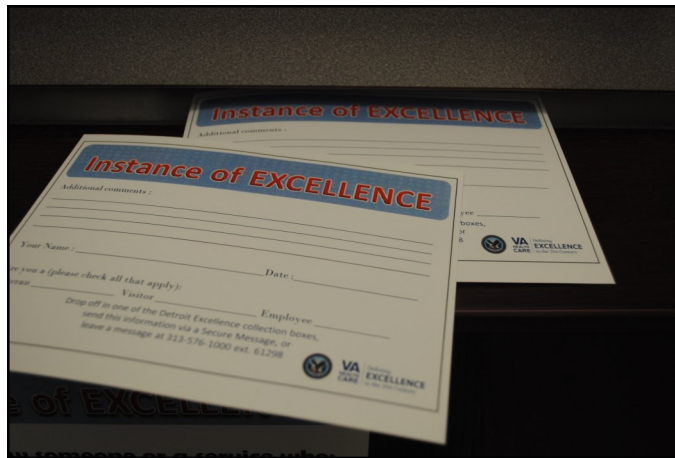
- **Jenaan Evans - Switchboard Operator** - Veteran complimented operator providing detail information with exceptional customer services.
- **Scott Craig - Registration** - on 4/30/14, Mr. Scott help a Vietnam veteran get access to VA health care, by investigating inaccurate service discharge. This veteran, was showing as "Humanitarian Only Vet, but due to Mr. Scotts commitment to find more information, this veteran seems to have inaccurate information in the system and should have been connected to VA services based on Mr. Scotts findings. If it was not for Mr. Scotts, time and commitment to assist this vet, this vet would not have been able to seek services, although he should have based on his service records. - Mr. Scotts went above and beyond to help this veteran. Thanks to him that veteran is able to get the care that he has earned.
- **Jennifer - Dietary** - She was very attentive in assisting with getting a patient diet order clarified. It took two days of talking with dietary and the dietitian to get the patient's order correct in the system ant they were still sending up the wrong thing. Jennifer politely went to the kitchen to get the patient's correct order and brought it back to within 15 minutes.
- **Barbara Pietrzak - Respiratory** - Ms. Pietrzak went out of her way to train a Veteran's wife how to use a respiratory suction machine after Vet was discharged from ICU without training. The wife had to come back the next day to find out how to use the device. Ms. Pietrzak trained her on her own when it was ICU staff's responsibility to train the Vet and family to operate the device.
- **Gary McGaffey - Electrical Shop** - Assisted the medicine admin staff in obtaining a wall mount that needed to be purchased. Gary went far beyond what was expected of him and his position description.



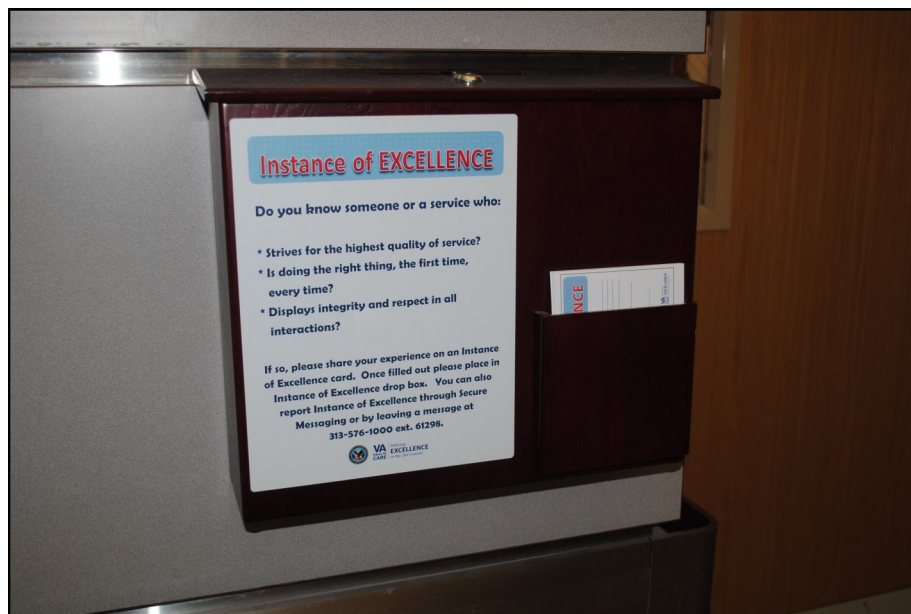
- **Michael Connolly - Patient & Family Learning Center** - Mr. Connolly is an outstanding employee who quietly goes above and beyond on a daily basis. He delivers top notch customer service to our Veterans treating everyone with dignity and respect. I have never heard him say "that is not my job". He does whatever is necessary to ensure the Veteran's needs are met. Mr. Connolly supports several departments across the hospital offering direct access to services and information in real time. He does the job of 4 people and does it without recognition or praise he does it because it's the right thing to do. He exemplifies excellence.

- **Steven Littrell - MSD Supply** - Steven was a pleasure to have on A3N he always had a smile not matter how much we ask of him, Steven made sure our floor was stocked even if he was off the next day. A3N will miss him.
- **Tess** - I am grateful for the professionalism and care that is demonstrated daily for my Dad, a WWII Vet -
- **Ebony Gresham** - I am grateful for all the care and compassion that is demonstrated daily for my Dad, a WWII Veteran. I feel comradery she has for other Vets. -
- **Robin Presley** - Robin has been a professional care giver from day 1. She is a leader and an asset to the 6th floor. She doesn't wait for a direction to be given to her when she sees what needs to be done, she gets it done. I wish there were more employees like her, to provide care to all the Vets that cannot ask or have an advocate to speak for them.

Instances of Excellence



We welcome your comments and feedback on our care!
To comment on a staff member, please look for the
Instances of Excellence box and cards near each set of
elevators on the first floor. Thank you!



NOTE: To preserve the integrity of this effort, all submitted comments were reprinted as-is.